

State of Arizona Attorney General's Office



Elder Abuse: Potential Legal Remedies *

* Elder Abuse: Potential Legal Remedies was originally written and published by the: Wisconsin Coalition Against Domestic Violence, 307 South Paterson Street, Suite 1, Madison, Wisconsin 53703. The Office of the Arizona Attorney General has adapted the booklet for use in Arizona.

Purpose Statement

The purpose of this booklet is to provide information about potential criminal justice and civil actions to assist victims of elder abuse (including domestic abuse in later life) and professionals who work with them. The eight situations discussed here are: denial of access to the older person; physical abuse; sexual abuse; confinement; stalking; emotional abuse; neglect; and financial exploitation. Often when these situations have occurred, a crime has been committed or victims may have a civil justice recourse available to them. Not all actions will apply in all cases. In some cases, the victim may be experiencing more than one type of abuse; thus responses from several different pages may be appropriate.

This booklet offers both criminal justice and civil actions. The criminal actions offer statutory citations for crimes under which a police officer might arrest and/or a prosecutor might charge. Civil actions might be brought by an individual, a private attorney, adult protective services, the county attorney and/or attorney general to provide some remedy to the victim. The facts in a case may warrant both criminal and civil actions. All criminal justice and civil actions listed apply to competent adults. These actions can be brought on behalf of a legally incompetent adult by a guardian.

This booklet is a guide, not an authoritative source. Please refer directly to the appropriate legal authority, state law, definitions or affirmative defenses before proceeding with an elder crime investigation. In addition, check case law and legislation for any superceding statutory changes or cases that may aid in statutory interpretation.

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OBSERVED BEHAVIOR/CONDITION:

Denial of Access

Refusing to allow entry of an elder abuse investigator, adult protective services worker and/or law enforcement into a home where assistance is needed.

POTENTIAL CRIMINAL JUSTICE ACTIONS:

(Statutes under which a police officer might arrest and/or a prosecutor might charge).

1. Obstructing governmental operations §13-2402
2. Refusing to aid a peace officer §13-2403
3. Disorderly Conduct (preventing the transaction of business) §13-2904

POTENTIAL CIVIL ACTIONS:

(Actions which might be brought by an individual, a private attorney, adult protective services and/or county attorney)

1. Elder abuse reporting and investigation §46-457
2. Vulnerable adult restraining order §46-455(C), (D)
3. If competency is questioned, possible protective placement §14-5303
4. County agency investigation §14-5310.01
5. Commitment of person found guilty but insane to state mental health facility §13-3994

OBSERVED BEHAVIOR/CONDITION:

Physical Abuse

Intentional infliction of physical harm, including any skin bruising, pressure sores, bleeding, failure to thrive, malnutrition, dehydration, burns, fracture of bone, subdural hematoma, soft tissue swelling, injury to any internal organ or physical condition which imperils health or welfare.

POTENTIAL CRIMINAL JUSTICE ACTIONS:

(Statutes under which a police officer might arrest and/or a prosecutor might charge)

1. Assault §13-1203
2. Aggravated Assault §13-1204 (8)
3. Disorderly Conduct §13-2904
4. Harassment §13-2921
5. Vulnerable Adult Abuse §13-3623
6. Endangerment §13-1201
7. Domestic Violence & Aggravated Domestic Violence §13-3601.01 & 13601.02

POTENTIAL CIVIL ACTIONS:

(Actions which might be brought by an individual, a private attorney, adult protective services and/or county attorney)

1. Order of protection §13-3602
2. Vulnerable adult restraining order §46-455 (C), (D),(F)
3. Injunction against harassment §12-1809
4. If competency is questioned, possible protective placement §14-5303
5. Commitment of person found guilty but insane to state mental health facility §13-3994

OBSERVED BEHAVIOR/CONDITION:

Sexual Abuse

Intentionally or knowingly engaging in sexual contact without consent of that person which might result in torn, stained or bloody underclothing; difficulty in walking or sitting; pain, itching, bruising, or bleeding in genital area, unexplained venereal disease or genital infections.

POTENTIAL CRIMINAL JUSTICE ACTIONS:

(Statutes under which a police officer might arrest and/or a prosecutor might charge)

1. Sexual Abuse §13-1404
2. Sexual Assault §13-1406
3. Indecent Exposure §13-1402
4. Endangerment §13-1201
5. Vulnerable Adult Abuse §13-3623(A)(1)(d)
6. Incest §13-3608

POTENTIAL CIVIL ACTIONS:

(Actions which might be brought by an individual, a private attorney, adult protective services and/or county attorney)

1. Order of protection §13-3602
2. Vulnerable adult restraining order §46-455 (C), (D) & (F)
3. Injunction against harassment §12-1809
4. If competency is questioned, possible protective placement §14-5303
5. Commitment of person found guilty but insane to state mental health facility §13-3994

OBSERVED BEHAVIOR/CONDITION:

Confinement

Holding another person against his/her will and/or engaging in behavior which results in a person not feeling able to move about freely, or not feeling able to seek assistance.

POTENTIAL CRIMINAL JUSTICE ACTIONS:

(Statutes under which a police officer might arrest and/or a prosecutor might charge)

1. Custodial interference §13-1302
2. Unlawful imprisonment §13-1303
3. Kidnapping §13-1304
4. Vulnerable Adult Abuse §13-3623(A)(1)(c)

POTENTIAL CIVIL ACTIONS:

(Actions which might be brought by an individual, a private attorney, adult protective services and/or county attorney)

1. Order of protection §13-3602
2. Vulnerable adult restraining order §46-455 (C), (D) (F)
3. Injunction against harassment §12-1809
4. If competency is questioned, possible protective placement §14-5303
5. Commitment of person found guilty but insane to state mental health facility §13-3994

OBSERVED BEHAVIOR/CONDITION:

Stalking

Maintaining visual or physical proximity to another person (without that person's consent); Tracking person in such a manner to cause the person to fear for his/her safety and/or the safety of that person's immediate family; Directing verbal, written or other threats, whether express or implied, on two or more occasions, over a period of time.

POTENTIAL CRIMINAL JUSTICE ACTIONS:

(Statutes under which a police officer might arrest and/or a prosecutor might charge)

1. Stalking §13-2923
2. Harassment §13-2921
3. Aggravated Harassment §13-2921.01
4. Using a telephone to terrify, intimidate, threaten, harass, annoy or offend §13-2916

POTENTIAL CIVIL ACTIONS:

(Actions which might be brought by an individual, a private attorney, adult protective services and/or county attorney)

1. Order of protection §13-3602
2. Vulnerable adult restraining order §46-455 (C), (D) & (F)
3. Injunction against harassment §12-1809
4. If competency is questioned, possible protective placement §14-5303
5. Commitment of person found guilty but insane to state mental health facility §13-3994

OBSERVED BEHAVIOR/CONDITION:

Emotional Abuse

A pattern of ridiculing or demeaning, making derogatory remarks, verbally harassing or threatening to inflict physical or emotional harm.

POTENTIAL CRIMINAL JUSTICE ACTIONS:

(Statutes under which a police officer might arrest and/or a prosecutor might charge)

1. Emotional Abuse §13-3623(D)
2. Threatening or intimidating §13-1202
3. Using a telephone to terrify, intimidate, threaten, harass, annoy or offend §13-2916
4. Disorderly conduct §13-2904
5. Criminal damage to property §13-1602
6. Vulnerable adult abuse §13-3623(A)(3)

POTENTIAL CIVIL ACTIONS:

(Actions which might be brought by an individual, a private attorney, adult protective services and/or county attorney)

1. Order of protection §13-3602
2. Vulnerable adult restraining order §46-455 (C), (D) & (F)
3. Injunction against harassment §12-1809
4. If competency is questioned, possible protective placement §14-5303
5. Commitment of person found guilty but insane to state mental health facility §13-3994

OBSERVED BEHAVIOR/CONDITION:

Neglect

A pattern of conduct without the person's informed consent resulting in deprivation of food, water, medication, medical services, shelter, cooling, heating or other services necessary to maintain minimum physical or mental health. Tell tale signs include dehydration, malnutrition, hypo/hyperthermia; excessive dirt or odor; inadequate or inappropriate clothing; absence of eyeglasses, hearing aids, dentures or prosthesis; unexpected or unexplained deterioration of health; bedsores, signs of excess drugging or lack of medication or other misuse of medical treatment.

POTENTIAL CRIMINAL JUSTICE ACTIONS:

(Statutes under which a police officer might arrest and/or a prosecutor might charge)

1. Vulnerable adult abuse §13-3623
2. Endangerment §13-1201
3. Assault §13-1203
4. Neglect §46-455

POTENTIAL CIVIL ACTIONS:

(Actions which might be brought by an individual, a private attorney, adult protective services and/or county attorney)

1. Breach of fiduciary responsibility (conservator/guardian) §14-3712
2. Powers of Attorney; best interest; intimidation; deception; definitions §14-5506
3. If competency is questioned, possible protective placement §14-5303
4. Commitment of person found guilty but insane to state mental health facility §13-3994

OBSERVED BEHAVIOR/CONDITION:

Financial Exploitation

Exhibiting disparity between income/assets and lifestyle; unexplained or sudden inability to pay bills; purchase food or personal care items; inaccurate, confused, or no knowledge of finances; fear or anxiety when discussing finances; unprecedented transfer of assets from an older person to others; extraordinary interest by family member of older person's assets.

POTENTIAL CRIMINAL JUSTICE ACTIONS:

(Statutes under which a police officer might arrest and/or a prosecutor might

1. Threatening or intimidating §13-1202
2. Theft §13-1802
3. Theft by extortion §13-1804
4. Unlawful use of power of Attorney §13-1815
5. Robbery §13-1902
6. Forgery §13-2002
7. Criminal impersonation §13-2006
8. Defrauding secured creditors §13-2204
9. Fraudulent schemes and artifices §13-2310
10. Computer fraud §13-2316
11. Taking the identity of another person §13-2708
12. Obtaining a signature by fraud §13-2005
13. Theft of a credit card §13-2102
14. Fraudulent use of a credit card §13-2103 & 13-2105
15. Forgery of a credit card §13-2104

OBSERVED BEHAVIOR/CONDITION:

Financial Exploitation Continued

POTENTIAL CIVIL ACTIONS:

(Statute under which an individual, private attorney, adult protective services and/or attorney general might seek civil remedy)

Financial exploitation of an incapacitated or vulnerable adult \$46-456

(Actions which might be brought by an individual, a private attorney, adult protective services and/or county attorney)

Damages

1. Conversion
2. Misrepresentation
3. Fraud
4. Breach of contract
5. Action for accounting

Return of Property

1. Conversion
2. Constructive trust
3. Fraud
4. Misrepresentation
5. Action for accounting

Protection

1. Conservatorship
2. Guardianship
3. Executing new power of attorney

4. Petition to review Conservator's or guardian's performance
5. Bonding
6. Harassment restraining order

Family Law Issues

1. Spousal support
2. Divorce
3. Classification of marital property

Post-death Issues

4. Marital property
5. Will contest
Deferred marital property
Augmented marital property
(i.e., right to one half life insurance policy paid before marriage)

Elements of the Crimes

State Statutes or Jury Instructions

Vulnerable adult abuse §13-3623

(A)

1. The perpetrator caused a vulnerable adult to suffer physical injury *or*
2. Having the care or custody of such vulnerable adult, caused or permitted a vulnerable adult to be placed in a situation where the person suffers physical injury or the vulnerable adult or health is endangered.
3. The circumstances produced or were likely to produce death or serious physical injury
 - a) If done intentionally or knowingly, the offense is a class 2 felony.
 - b) If done recklessly, the offense is a class 3 felony.
 - c) If done with criminal negligence, the offense is a class 4 felony.

(B)

1. The perpetrator caused a vulnerable adult to suffer physical injury *or*
2. Having the care or custody of such vulnerable adult, caused or permitted a vulnerable adult to be placed in a situation where the person suffers physical injury or vulnerable adult or their health is endangered.
3. The circumstances were other than those likely to produce death or serious physical injury
 - a) If done intentionally or knowingly, the offense is a class 4 felony.
 - b) If done recklessly, the offense is a class 5 felony.
 - c) If done with criminal negligence, the offense is a class 6 felony.

(C)

1. The vulnerable adult is a patient or resident in any setting in which health care, health-related services or assistance with one or more of the activities of daily living is provided *and*
2. The perpetrator intentionally or knowingly engages in emotional abuse of the vulnerable adult *or*
3. Having the care or custody of such vulnerable adult, the perpetrator intentionally or knowingly subjects or permits the vulnerable adult to be subjected to emotional abuse.
4. The offense is a class 6 felony.

Assault §13-1203

1. The defendant intentionally, knowingly or recklessly causes any physical injury to another persons *or*
2. The defendant intentionally places another person in reasonable apprehension of imminent physical injury *or*
3. The defendant knowingly touches another person with the intent to injure, insult or provoke such person.
 - a) Assault committed intentionally or knowingly pursuant to paragraph 1 is a class 1 misdemeanor.
 - b) Assault committed recklessly pursuant to paragraph 1 or pursuant to paragraph 2 is a class 2 misdemeanor.
 - c) Assault committed pursuant to paragraph 3 is a class 3 misdemeanor.

Aggravated Assault §13-1204

1. The defendant intentionally, knowingly or recklessly caused a physical injury to another person *or*
2. The defendant intentionally put another person in reasonable apprehension of immediate physical injury *or*
3. The defendant knowingly touched another person with the intent to injure, insult or provoke that person *and*
4. The defendant caused serious physical injury to another person *or*
5. The defendant used a deadly weapon or dangerous instrument *or*
6. The defendant committed the assault after entering another's home with the intent to commit the assault *or*
7. The person assaulted was physically restrained *or*
8. The assaulted person's ability to resist was substantially impaired.

Theft §13-1802

A person commits theft if the person knowingly takes control, title, use or management of an incapacitated or vulnerable adult's assets or property through intimidation or deception, as defined in §46-456, while acting in a position of trust and confidence and with the intent to deprive the incapacitated or vulnerable adult of the asset or property.

- a) Theft of property or services with a value of twenty-five thousand dollars or more is a class 2 felony.
- b) Theft of property or services with a value of three thousand dollars or more but less than twenty-five thousand dollars is a class 3 felony.
- c) Theft of property or services with a value of two thousand dollars or more but less than three thousand dollars is a class 4 felony.
- d) Theft of property or services with a value of one thousand dollars or more but less than two thousand dollars is a class 5 felony.
- e) Theft of property or services with a value of two hundred fifty dollars or more but less than one thousand dollars is a class 6 felony.
- f) Theft of any property or services valued at less than two hundred fifty dollars is a class 1 misdemeanor, unless such property is taken from the person of another or is a firearm, in which case the theft is a class 6 felony.

Misconduct involving weapons §13-3102

1. The perpetrator knowingly carried a deadly weapon without a permit pursuant to §13-3112 except a pocket knife concealed on his person *or*
2. The perpetrator carried a deadly weapon without a permit pursuant to §13-3112 concealed within immediate control of any person in or on a means of transportation *or*
3. The perpetrator supplied, sold or gave possession or control of a firearm to another person if the person knew or had reason to know that the other person would use the firearm in the commission of any felony.

Unlawful Imprisonment §13-1303

The perpetrator knowingly restricted another person's or an incompetent person's movements and

4. The restriction was accomplished
 - 1) by physical force, intimidation or deception or without the consent of the custodian of the incompetent person *and*
 - 2) in a manner which interfered substantially with the person's movements *and*
 - 3) the act was done by moving the person from place to place or by confining the person.

Kidnapping §13-1304

1. The perpetrator knowingly restricted another person's or an incompetent person's movements *and*
2. The restriction was accomplished by
 - a) physical force, intimidation, or deception or without the consent of the custodian of the incompetent person *and*
 - b) in a manner which interfered substantially with the person's movements *and*
 - c) by moving the person from place to place or by confining the person *and*
4. The restriction was with the intent to
 - a) hold the person for ransom, as a shield, or as a hostage *or*
 - b) hold the person for involuntary servitude *or*
 - c) inflict death, physical injury, or a sexual offense on the person *or*
 - d) aid in the commission of a felony *or*
 - e) place a person in reasonable fear of immediate physical injury to that person or another person.

Stalking §13-2923

1. The perpetrator intentionally or knowingly engaged in a course of conduct that is directed toward another person and that conduct either
 - a) would cause a reasonable person to fear for the person's safety or the safety of that person's

immediate family member and that person in fact fears for their safety or the safety of that person's immediate family member *or*

b) would cause a reasonable person to fear physical injury to or death of that person or that person's immediate family member and that person in fact fears physical injury to or death of that person or that person's immediate family member.

3. Stalking under subsection (a) is a class 5 felony.

4. Stalking under subsection (b) is a class 3 felony.

Threatening or intimidating §13-1202

With the intent to terrify, the perpetrator threatened or intimidated by word or conduct

1. to cause physical injury to another person *or*

2. to cause serious damage to the property of another person *or*

3. to cause, or in reckless disregard of causing, a serious public inconvenience including, but not limited to, evacuation of a building, place of assembly, or transportation facility.

Endangerment §13-1201

A person commits endangerment by recklessly endangering another person with a substantial risk of imminent death or physical injury. Endangerment involving a substantial risk of imminent death is a class 6 felony. In all other cases, it is a class 1 misdemeanor.

Criminal Damage §13-1602

1. The perpetrator recklessly defaces or damages property of another person *or*

2. Tampers with property of another person so as substantially to impair its function or value *or*

3. Tampers with the property of a utility.

Criminal Trespass in the First Degree §13-1502

1. The perpetrator knowingly entered or remained unlawfully in a residential structure or fenced residential yard *or*

2. The perpetrator entered a residential yard and without authority looked into the residential structure in reckless disregard of infringing on the inhabitant's right of privacy *or*

3. The perpetrator knowingly entered real property subject to a valid mineral claim, with the intent to explore for minerals *or*

4. The perpetrator knowingly entered or remained unlawfully on the property of another and burned, defaced, mutilated, or otherwise desecrated a religious symbol or other religious property of another without the express permission of the owner of the property.

Burglary §§ 13-1506, 13-1507, 13-1508

Third Degree

1. The perpetrator entered or remained unlawfully in or on a nonresidential structure or fenced commercial yard or fenced residential yard *and*
2. The perpetrator did so with the intent to commit any theft or felony therein.

Second Degree

1. The perpetrator entered or remained unlawfully in or on a residential structure *and*
2. The perpetrator did so with the intent to commit any theft or felony therein.

First Degree

1. The perpetrator committed a burglary *and*
2. At some time between the moment of entry through flight from the scene the perpetrator or an accomplice was armed with explosives, a deadly weapon, a firearm, or a dangerous instrument.

Forgery §13-2002

1. The perpetrator falsely makes, completes or alters a written instrument *or*
2. The perpetrator knowingly possesses a forged instrument *or*
3. The perpetrator offers or presents, whether accepted or not, a forged instrument or one which contains false information *and*
4. The perpetrator intends to defraud.
5. Forgery is a class 4 felony.

Disorderly Conduct §13-2904

1. The perpetrator intends to disturb the peace or quite of a neighborhood, family or person, or has knowledge that he or she is doing so.
2. The perpetrator engages in fighting, violent or seriously disruptive behavior *or*
3. The perpetrator makes unreasonable noise *or*
4. The perpetrator uses abusive or offensive language or gestures to any person present in a manner likely to provoke immediate physical retaliation by such person *or*
5. The perpetrator makes any protracted commotion, utterance or display with the intent to prevent the transaction of the business of a lawful meeting, gathering or procession *or*
6. The perpetrator refuses to obey a lawful order to disperse issued to maintain public safety in dangerous proximity to a fire, a hazard or any other emergency *or*
7. The perpetrator recklessly handles, displays or discharges a deadly weapon or dangerous instrument.

Unlawful Use of Power of Attorney § 13-1815

1. The defendant holds a principal's power of attorney pursuant to Title 14, Chapter 5, Article 5.
2. The defendant uses or manages the principal's assets or property with the intent to unlawfully deprive that person of the asset or property.
 - a. Such actions are considered theft and carry the same classification as theft pursuant to Section 13-1802.

Taking the Identity of Another Person § 13-2008

1. Defendant knowingly takes the identity of another person, without that person's consent, and
2. With intent to obtain or use the other person's identity for unlawful purpose of to cause loss to a person

Duty to Report **Elder Abuse, Neglect and Financial Exploitation**

You have a mandatory duty to report to Adult Protective Services or local law enforcement.

§ 46-454. Duty to report abuse, neglect and exploitation of incapacitated or vulnerable adults; duty to make medical records available; violation; classification

- A. A physician, hospital intern or resident, surgeon, dentist, psychologist, social worker, peace officer or other person who has responsibility for the care of an incapacitated or vulnerable adult and who has a reasonable basis to believe that abuse or neglect of the adult has occurred or that exploitation of the adult's property has occurred shall immediately report or cause reports to be made of such reasonable basis to a peace officer or to a protective services worker. The guardian or conservator of an incapacitated or vulnerable adult shall immediately report or cause reports to be made of such reasonable basis to the superior court. All of the above reports shall be made immediately in person or by telephone and shall be followed by a written report mailed or delivered within forty-eight hours or on the next working day if the forty-eight hours expire on a weekend or holiday.
- B. An attorney, accountant, trustee, guardian, conservator or other person who has responsibility for preparing the tax records of an incapacitated or vulnerable adult or a person who has responsibility for any other action concerning the use or preservation of the incapacitated or vulnerable adult's property and who, in the course of fulfilling that responsibility, discovers a reasonable basis to believe that exploitation of the adult's property has occurred or that abuse or neglect of the adult has occurred shall immediately report or cause reports to be made of such reasonable basis to a peace officer, to a

protective services worker or to the public fiduciary of the county in which the incapacitated or vulnerable adult resides. If the public fiduciary is unable to investigate the contents of a report, the public fiduciary shall immediately forward the report to a protective services worker. If a public fiduciary investigates a report and determines that the matter is outside the scope of action of a public fiduciary, then the report shall be immediately forwarded to a protective services worker. All of the above reports shall be made immediately in person or by telephone and shall be followed by a written report mailed or delivered within forty-eight hours or on the next working day if the forty-eight hours expire on a weekend or holiday.

C. Reports pursuant to subsections A and B shall contain:

1. The names and addresses of the adult and any persons having control or custody of the adult, if known.
2. The adult's age and the nature and extent of his incapacity or vulnerability.
3. The nature and extent of the adult's injuries or physical neglect or of the exploitation of the adult's property.
4. Any other information that the person reporting believes might be helpful in establishing the cause of the adult's injuries or physical neglect or of the exploitation of the adult's property.

D. Any person other than one required to report or cause reports to be made in subsection A who has a reasonable basis to believe that abuse or neglect of an incapacitated or vulnerable adult has occurred may report the information to a peace officer or to a protective services worker.

Reporting Elder Abuse to the Attorney General's Office

The Medicaid Fraud Control Unit is a federally-funded unit charged with investigating and prosecuting: Medicaid, Arizona Health Care Cost Containment System (AHCCCS) fraud; fraud in the administration of the Medicaid program; and abuse, neglect or financial exploitation occurring in Medicaid facilities or committed by Medicaid providers or their employees. The suspect must work for a Medicaid provider. The victim does not have to be a Medicaid recipient.

AHCCCS Fraud

Fraud can take a variety of forms. Common examples include:

- Billing for services not rendered
- Billing for a higher level of service than was performed
- Billing for unnecessary services
- Kickbacks
- Double billing
- Denial of necessary services or procedures, or denial of access to specialists
- Embezzlement

Abuse can be physical, neglect, emotional abuse or sexual abuse. Abuse can result in physical injury such as:

- Bruising
- Broken bones
- Welts, cuts, burn marks, etc.
- Repeated verbal harassment such as name calling, cursing or yelling at a patient in anger

If you suspect that AHCCCS fraud has occurred, you are urged to contact the Attorney General's Medicaid Fraud Control Unit at (602) 542-3881.

Advocacy and Protection Systems for Arizona Elderly

ADULT PROTECTIVE SERVICES INTAKE (24 hours)

Abuse, Neglect & Financial Exploitation (24 hours)
 Statewide 877-767-2385
 TDD/TTY 877-815-8390
 Pima Co. Elder Abuse Law Enforcement Task Force 520-791-5809

ALCOHOL & OTHER DRUG ABUSE - Treatment Center (24 hours)

Statewide-Alcohol Anonymous 800-711-6375
 Tucson-Alanon 520-323-2229
 Phoenix-Alcohol & Addiction Assist. Assoc 602-388-7527

ARIZONA LONG TERM CARE SYSTEM (ALTC)

Various Health Plans /Statewide 800-654-8713
 Tucson 520-205-8600
 Phoenix 602-417-6000

DOMESTIC VIOLENCE SHELTERS/OLDER ADULTS

National Domestic Violence Hotline 800-799-7233
 Maricopa Emergency Housing Project (MEAPA) 602-264-4357
 Tucson- Brewster Elder Project Center 520-622-6347
 Tucson- Elder Shelter Project 520-566-1919
 Domestic Violence Advocacy Center 520-791-4091

DISABILITIES HOTLINE

Development, Physical, Vision, Hearing, Mental or Emotional
 Statewide (520 only)(V/TTY) 800-352-3792
 Tucson(Vocational Rehabilitation) 520-629-0225
 Tucson (Deaf) 520-770-3660
 Phoenix (Vocational Rehabilitation) 602-266-9579
 Phoenix (Deaf) 602-336-6800

DISCRIMINATION-ATTORNEY GENERAL

Race, Color, Religion, Sex, Disability, Familial Status, Age or National Or.
 Statewide 1-877-491-5742
 Tucson 520-628-6500
 Phoenix 602-542-5263

24-HOUR ELDER RESOURCES

The *Senior HELP LINE* provides free information and services to older adults throughout Arizona. Services include:

- Elder Emergency Housing
- Long-Term Ombudsman
- In-Home Services
- Case Management Services
- Supportive Services
- Transportation

Senior HELP LINE -Area Agency on Aging, Region One	602-264-4357
24-Hour Statewide Elder Resource & Referral Line	1-800-686-1431
Pima Council on Aging	520-790-7262

EMPLOYMENT DISCRIMINATION

Race, Color, Religion, Sex, Age, National Origin or Physical Disability	
Federal Equal Employment (EEOC)	800-669-4000
Statewide	877-491-5742
Tucson	520-628-6500
Phoenix	602-542-5263

Health Licensure (DHS)

Assisted Living & Long-Term Care- Elder Abuse Reports	
National Elder Care Locator	800-677-1116
Ombudsman-Citizens Aide	800-872-2879
Tucson	520-628-6965
Phoenix (Assisted Living)	602-674-9775
Phoenix (Long-Term Care)	602-674-9705

HUMANE SOCIETY

30 day temporary shelter for pets when owner is in shelter or hospital.

Tucson	520-321-3704
Phoenix	602-997-7585

INSURANCE DEPARTMENT

Statewide	800-325-2548
Phoenix	602-912-8444

LAW ENFORCEMENT - ATTORNEY GENERAL

Abuse, Neglect, Consumer Fraud, Financial Exploitation

Statewide	800-352-8431
Tucson Office	520-628-6504
Elder Affairs Program	602-542-2124
AHCCCS Fraud Unit	602-542-3881

LEGAL ASSISTANCE FOR 60 & OLDER

Elder Law Hotline	800-231-5441
Elder Law Hotline-Tucson Local Number	520-623-5137

LONG-TERM CARE OMBUDSMAN PROGRAMS

Cochise County, Sierra Vista, Bisbee, Douglas	520-432-5301
Santa Cruz, N. Cochise, Graham, Greenlee Counties	520-287-5066
Apache, Coconino, Navajo, Yavapai Counties	520-774-1895
Pinal/Gila Council for Senior Citizens	520-836-2758
Maricopa-Area Agency on Aging, Region One	602-264-2255
Phoenix Inter-Tribal Council of AZ	602-248-0071
Mohave, LaPaz, Yuma Counties	520-782-1886
Pima Council on Aging	520-790-7262

MEDICARE HOTLINE

Federal Health Insurance Program Part A & B

National Helpline	800-633-4227
TTY/TDD	877-486-2048
Statewide Health Insurance Helpline	800-432-4040

MENTAL HEALTH

National Mental Health Information 800-456-2647
Advocates for the Seriously Mentally Ill 800-421-2124

PUBLIC FIDUCIARIES

Apache, Coconino County 520-522-7995
Cochise County 520-432-9407
Gila County 520-425-3149
Graham County 520-428-4441
Greenlee County 520-865-2323
La Paz County 520-669-6163
Maricopa County 602-506-5801
Mohave County 520-718-5510
Navajo County 520-524-4353
Pima County 520-740-5471
Pinal County 520-868-6777
Santa Cruz County 520-761-7800
Yuma County 520-329-2240

SEXUAL ASSAULT & ABUSE

National Center Against Sexual Assault 800-352-3792
Maricopa/Center Against Sexual Assault 888-446-2272
Pima/Tucson 520-327-7273
Phoenix 24-hour Crisis Line 602-254-9000

TRANSPORTATION SERVICES

Phoenix Dial A-Ride 602-253-4000
Tucson Special Services/Passes and Vouchers 520-791-4100

VETERAN SERVICES

General Information 602-255-4713
Statewide 800-852-8381
Tucson 520-628-6308